

**A METHOD FOR THE DYNAMIC DISPLAY OF RELEVANT SUPPORT
INFORMATION**

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ABSTRACT OF THE DISCLOSURE

5 A method and system of detecting and reporting failures in a computer, in particular a
personal computer is disclosed. Event codes related to failure events are given unique alpha
numeric designations, allowing universal recognition of failures related to diagnostic
programs that are ran. The unique event codes are stored in an error log when a particular
10 failure is found through the operation of a diagnostic program. The error log is parsed as to
determined values and can be minimized further by eliminating redundant occurrences of the
event codes. Event codes can be related to frequently asked question (FAQ) files, the FAQ
files can then be presented to a user. In certain cases, the presented FAQ files can be
minimized further by a template that masks out irrelevant FAQ files. The FAQ file that are
considered relevant can be predetermined per the requirements of the user.